

## HOTEL MANAGER IN CHARGE



### CONTACT



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### ACADAMIC

Bachelor: Hotel Management

Faculty of Tourism & Hotels, Alexandria

University - Alexandria

Bachelor degree of Hotel's Management  
on 1997.

### LANGUAGES

Arabic mother tongue

English excellent

Italian very good

French Sound knowledge

# AHMED YOUSSEY

## PROFILE

I'm a Hotel Manager with more than 23 years of experience working for high-end hotel chains. I'm a team player who got used to achieve with my team during difficult times like Covid 19 time, very good results on the most important websites, SGS, Civil Defense and Training results.

It's giving me the honor of sending you my CV to be part of your respected Management team.

With me, your hotel group will gain a motivated employee; always dedicate myself to my tasks and challenges with great motivation and full commitment.

It will be a pleasure to join you and you could check as well my LinkedIn profile [linkedin.com/in/ahmed-youssry-10a6b0b8/](https://www.linkedin.com/in/ahmed-youssry-10a6b0b8/)

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## SKILLS

- ♥ HIS - Room Master
- ♥ Internet applications - C.C mail
- ♥ Opera Handling
- ♥ Handling guest complaints
- ♥ Guest courtesy
- ♥ Exceeding guest expectations - Leader ship & Management Development
- ♥ Train the trainer - Winning ways
- ♥ Competencies - P&L Analysis
- ♥ Planning, Negotiating
- ♥ Accounting cross training HK cross training
- ♥ Service recovery - Up- selling techniques
- ♥ Telephone manners & techniques - Building inspection
- ♥ MPP (Managing People Performance Program)
- ♥ Budgeting - Revenue Management
- ♥ F&B Risk management - Basic food hygiene & Allergy control
- ♥ Strategic HR management Environmental Risk Management

# Work History

## **Hotel Manager / Stella Di Mare Beach Resort &Spa - Makadi Bay - Hurghada**

Oct 2019 - Mar 2021

- Develop and implement the operations strategy and ensuring implementation of the brand service strategy and brand initiatives.
- Ensuring operations meet the brand's target customer needs, ensuring employee satisfaction, focuses on growing revenues and maximizes financial performance.
- Develops and implements property-wide strategies that deliver products and services to meet or exceed the needs and expectations of the brand's target customer and property employees and provides a return on investment

## **Director of Operations / Movenpick Resort Sharm El Sheikh - Egypt**

Dec 2018 - Sept 2019

## **Hotel Manager in Charge / Old Palace Resort, Sahl Hashish - Hurghada**

Apr 2018 - Dec 2018

## **Hotel Manager in Charge / SUNRISE Crystal Bay Resort**

June 2017 - Mar 2018

## **Hotel Manager in Charge / Rixos Hotel Alamein**

Feb 2016 - Jun 2017

## **Executive Audit & Mystery Shopper Manager / Rock Shield International Company**

Apr 2012 - Jan 2016

## **T-Continental Plaza Resort / Dir of Rooms i/c Hotel manager**

Nov 2011 - Mar2012

## **Executive Audit Manager / Hospitality Industry Int. Services - Cairo**

Oct 2009 - Nov 2011

## **Resident Manager / Paradise Golden 5 Hotel**

Aug 2008 - Oct 2009

## **Front Office Manager / Al Salam Rotana Hotel - Khartoum - Sudan 235 Units**

May 2007 - Jul 2008

## **Front Office Manager / Baron Palms Hotel - Sharm El Sheikh**

Jan 2006 - May 2007

## **Front Office Manager / Sea Club Hotel - Sharm El Sheikh**

Mar 2004 - Jan 2006

## **Front Office team leader, Reception Manager / Hyatt Regency - Sharm El Sheikh**

August 2000- February 2004

## **Front Office Shift leader / Holiday Inn - Sharm El Sheikh**

March 1999- July 2000

## Receptionist / Conrad Int. Resort

November 1997 – February 1999

### Certifications

- Managing People Performance Rotana Hotel Management Cooperation PJSC
- Profit & Loss Analysis Baron Hotel & Resorts Egypt
- Train the Trainer Hyatt Regency

### Trainings

- Avoid new Manager Mistakes
- Building Customer Loyalty
- Customer Experience: Service Blueprinting
- Customer Service: Managing Customer Feedback
- How to Get Great Customer Service Management Foundations
- Managing a Customer Service Team Managing
- Customer Expectations for Manager Motivating and Engaging Employees
- Performance Management: Conducting Performance Reviews
- Simple Management Tools that Cure the Under-Management Epidemic
- The Future of Performance Management
- Using Customer Surveys to Improve Service Writing Customer Service Emails

### Certificates and Awards

- Awards & Achievements, Diamond HYSTAR Certificates from Hyatt Regency Sharm El Sheikh for the 1st and 2nd quarters of 2003.
- Certificate of Achievement for the excellent work during the Leadership training in Hyatt Regency Sharm El Sheikh.
- Certificate of Appreciation from the Ministry of Tourism in Egypt.
- Certificate of Appreciation from the White House Communications Agency.
- Certificate of IELTS from the British Council in Cairo.
- Certificate of Appreciation from the Embassy of the United States of America in Cairo.
- Zoover Golden Award for the best Hotel in Hurghada for 2017 - SUNRISE Crystal Bay Resort - Grand Select - Hurghada.
- Trip Advisor Award for the best 25 hotels in Egypt for and placed in Rank 8